

Bureau of Health Care Quality & Compliance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NVS640HOS	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/14/2009
NAME OF PROVIDER OR SUPPLIER MOUNTAINVIEW HOSPITAL		STREET ADDRESS, CITY, STATE, ZIP CODE 3100 N TENAYA LAS VEGAS, NV 89128		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S 000	<p>Initial Comments</p> <p>This Statement of Deficiencies was generated as a result of complaint investigation conducted in your facility on 08/14/09 and finalized on 08/14/09, in accordance with Nevada Administrative Code, Chapter 449, Hospitals.</p> <p>Complaint #NV00022015 was substantiated with deficiencies cited. (See Tags S0035, S0050, S0300, S0310) Complaint #NV00022187 was unsubstantiated.</p> <p>A Plan of Correction (POC) must be submitted. The POC must relate to the care of all patients and prevent such occurrences in the future. The intended completion dates and the mechanism(s) established to assure ongoing compliance must be included.</p> <p>Monitoring visits may be imposed to ensure on-going compliance with regulatory requirements.</p> <p>The findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state or local laws.</p>	S 000		
S 035	<p>NAC 449.313 Governing Body</p> <p>2. The governing body of a hospital shall adopt a workable set of bylaws which must be in writing and available to all members. The governing body shall.</p> <p>(e) Ensure that the medical staff is accountable to the governing body for the quality of care which the medical staff provides to patients This Regulation is not met as evidenced by:</p>	S 035		

If deficiencies are cited, an approved plan of correction must be returned within 10 days after receipt of this statement of deficiencies.

TITLE

(X6) DATE

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

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S 035	Continued From page 1 Based on interview, record review and document review the emergency room medical staff failed to ensure a patient who was diagnosed with cholecystitis (inflammation of the gallbladder) and experiencing moderate to severe pain and nausea received an appropriate quality of care and was ordered and administered pain and nausea medication while in the emergency room. (Patient #1) 1. A facility emergency room physician failed to provide a patient diagnosed with acute cholecystitis (inflammation of the gallbladder) who was complaining of nausea, vomiting and moderate to severe abdominal pain with any orders for pain or nausea medication during a 7 hour emergency room stay. Severity: 2 Scope: 1 Complaint # 22015	S 035		
S 050	NAC 449.314 Quality of Care 1. A hospital must be administered in a manner that enables the hospital to use its resources effectively and efficiently to meet the needs of and provide quality care to its patients. The governing body of a hospital shall develop and provide services for the care of its patients based on the identified needs of those patients. This Regulation is not met as evidenced by: Based on interview, record review and document review the facility medical and nursing staff failed to provide quality care to an emergency room patient diagnosed with cholecystitis (inflamed gallbladder) by not providing the patient, who was complaining of moderate to severe abdominal pain, nausea and vomiting with pain and nausea medication during a 7 hour emergency room stay.	S 050		

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S 050	Continued From page 2 (Patient #1) Severity: 2 Scope: 1 Complaint # 22015	S 050		
S 300	NAC 449.3622 Appropriate Care of Patient 1. Each patient must receive, and the hospital shall provide or arrange for, individualized care, treatment and rehabilitation based on the assessment of the patient that is appropriate to the needs of the patient and the severity of the disease, condition, impairment or disability from which the patient is suffering. This Regulation is not met as evidenced by: Based on interview, record review and document review the facility emergency room nursing staff failed to follow the facilities pain assessment policies and procedures and provide appropriate assessment, care and treatment to an emergency room patient diagnosed with cholecystitis. (inflammation of the gallbladder) (Patient #1) 1. Nursing staff failed to follow facility policy and procedures and conduct hourly pain assessments on a patient diagnosed with cholecystitis (inflammation of the gallbladder) who was complaining of moderate to severe abdominal pain, nausea and vomiting. 2. Nursing staff failed to notify the emergency room physician of the patients complaints of moderate to severe abdominal pain or obtain pain or nausea medication orders from the emergency	S 300		

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S 300	Continued From page 3 room physician. Severity: 2 Scope: 1 Complaint # 22015	S 300		
S 310	NAC 449.3624 Assessment of Patient 1. To provide a patient with the appropriate care at the time that the care is needed, the needs of the patient must be assessed continually by qualified hospital personnel throughout the patient's contact with the hospital. The assessment must be comprehensive and accurate as related to the condition of the patient. This Regulation is not met as evidenced by: Based on interview, record review and document review the facility nursing staff failed to follow pain assessment policy and procedures and conduct and document hourly pain assessments on an emergency room patient diagnosed with cholecystitis (inflammation of the gallbladder) who was complaining of moderate to severe abdominal pain and nausea. (Patient #1) 1. Nursing staff failed to conduct or document hourly pain assessments on an emergency room patient diagnosed with cholecystitis per facility policy and procedure. 2. Nursing staff failed to notify the emergency room physician of the patients complaints of moderate to severe abdominal pain, nausea and vomiting or obtain pain and nausea medication orders from the emergency room physician. 3 Nursing staff failed to provide appropriate assessment, care and treatment of the patient by not obtaining physicians orders for pain and	S 310		

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S 310	Continued From page 4 nausea medication and not medicating the patient for complaints of pain and nausea. Severity: 2 Scope: 1 Complaint # 22015	S 310		

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